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**Program Enhancement Plan (PEP)
Continuous Quality Improvement (CQI)
Full Committee Meeting Minutes
August 2, 2005**

Summary of CQI Activities PEP Quarter 3

1. Targeted Case Reviews

The CQI team completed 200 file reviews from Rock, Sheboygan, Winnebago, and Dane Counties. These counties were chosen based on their low placement stability and high re-entry rates. Cases were selected from the Wisconsin Statewide Automated Child Welfare Information System (WISACWIS) and initial data was submitted to the Division of Child and Family Services Office of Program Evaluation and Policy for further analysis.

2. Completion of Limited Case Reviews

The PEP Quarter 3 goal to add 25 additional cases to the Wisconsin Child and Family Service Review (CFSR) baseline was completed. A total of 29 cases were randomly selected and reviewed using the Child and Family Service Review protocol-the same tool the federal government used to review cases in Outagamie, Kenosha, and Milwaukee Counties in 2003. The cases were drawn from Dodge, Jackson, and the Cross Plains office of Dane County. These sites were chosen based on their predominantly rural population. Inclusion of data from rural areas into the PEP baseline is felt to more accurately represent the status of children in Wisconsin.

3. Summary and Selection of the Quality Service Review (QSR) Protocol

The QSR protocol is an action-oriented learning process that provides a way of knowing what is working or not working in practice and why for selected children and families receiving services. The tool is used to guide next step actions of practice improvement and local capacity building, leading to better outcomes for children and families. Feedback from reviewers who experienced both the CFSR and QSR was shared at the CQI sub-committee meeting on 6/28/05. At that meeting, the committee decided to adopt the QSR protocol for 71 counties in Wisconsin. The Bureau of Milwaukee Child Welfare (BMCW) currently uses a different case review protocol as required by the present settlement agreement.

4. Completion of County Manual

The CQI team, with feed-back from the counties, developed a county manual for distribution across the state. The manual outlines the CQI review process from start to finish and will serve as a guide for counties under review.

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Design Team Meeting

On July 19, 20 and 21 a group of people, representing a variety of specialty areas including child welfare, Alcohol and Other Drug Abuse (AODA), Domestic violence, education, mental and behavioral health and county management. This team was lead through the QSR design process by Ray Foster from Human Systems and Outcomes with the assistance of Paul Vincent from the Child Welfare Group. The team met again on August 24, 2005 to review and revise the first draft of the Wisconsin QSR protocol.

Future CQI Activities

Two QSR pilots are scheduled. The review in Pierce County will be conducted during the week of September 12-15, 2005.

The Washington County pilot will take place September 26-30, 2005. Assistance from Paul Vincent's group will be provided to train and certify QSR reviewers from Wisconsin. TMG has also agreed to provide consultation on identifying and developing a protocol to train peer reviewers.

The formal review cycle will begin with the Rock County review October 31-November 4 2005 and the Waukesha County review December 5-9, 2005. There are plans underway to formally solicit volunteers from the remaining counties, for inclusion in the first year of reviews.

Outagamie County's CQI response to the CFSR: Michelle Weinberger-Burns

Michelle Weinberger-Burns reported on the CFSR experience in Outagamie County and some of the projects and plans that came from this review.

- Developed a new employee orientation booklet
- Manuals were updated by the Supervisors
- Memorandum "Roles and Responsibility"
- Set up with Law Enforcement the difference in roles with each other
- Mental and Physical Health Survey
- Mission Statements ~ each Unit has their own
- Started a Tri-County Dental Clinic
- Partnerships did a lot of the training
- Domestic Violence Team ~ to discuss Chapter 48

e-WiSACWIS reports, Numbered Memo & dashboard demo: John Tuohy

John Tuohy reported updates regarding data collection and the dashboard. He stressed the importance of workers entering data accurately. He also the need for case notes plans etc to be in WiSACWIS.

La Crosse County DHS ~ Qualitative Services Review Report: Nancy Pohlman

Nancy handed out the QSR Report and spoke of the experiences throughout the June review along with what LaCrosse county plans to do now.

Dissemination of CQI Review Results

The following questions were raised and it was determined that they should be discussed at the next PEP Implementation meeting to allow for additional feedback from a larger group.

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I. Question: How will the results of the county reviews be disseminated?

The CQI Sub-Committee agreed early on that the Director in the County under review would have discretion over the distribution of the report. Stakeholders and other interested parties would be directed to contact the County Director for a copy of the report. However, according to the Office of Legal Counsel, the report is considered a public document and DCFS would have to release it if anyone requests a copy.

II. Question: Should summary information from the CQI report be made available to the Children's Court Initiative (CCI) project for inclusion in their report or should the CQI and findings remain separate?

The CCI project has asked the CQI Team for permission to include select verbal or written comments from the CQI exit conference, in the CCI report. The CQI manager is concerned that since the exit conference is an unofficial summarization of the review week's findings there is no guarantee that the comments will actually appear in CQI's final written report. Also, there is a concern this practice may result in select summary comments or conclusions being taken out of context.

The CQI report is presented to the county's Department of Human Services (DHS)/Department of Social Services (DSS) director. As of this writing, the distribution of the CCI report is still undetermined; however current practice has been for the CCI reviewer to have an exit conference with the clerk of courts, county judge(s), district court administrator, etc. If the CCI reviewer included some of the preliminary findings of the CQI review in their exit conference or report, it would conflict with the recommended policy from the CQI Committee that findings of the CQI review be given to the DHS/DSS director for local dissemination.

Another concern is the CQI case review protocol is a qualitative review of case practice (focused on outcomes) as opposed to the CCI protocol, which is a quantitative review of court activities (focused on compliance). Both protocols are in their infancy, piloting phase and undergoing revisions.

Without a doubt a county's child welfare system could greatly benefit from an accurate synthesis of both reports, if the respective findings can be made to illuminate one another. However, we are not there yet and probably won't be until both review protocols are finalized.

Many thanks are extended to Dodge, Dane, Jackson, Waukesha, Rock, Pierce, Washington, and LaCrosse counties for volunteering to participate in the CQI reviews during the beginning of the process.